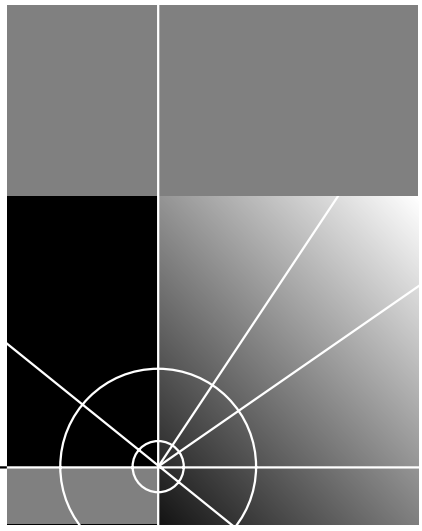
NBX® Telephone Guide

Telephones

- NBX 1102 Business Telephone
- NBX 2102 Business Telephone
- NBX 2102-IR Business Telephone
- NBX 2101 Basic Telephone

Attendant Consoles

- NBX 1105 Attendant Console
- NBX Complement Attendant Software



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Part No. 900-0079-01
Published: 09-2001

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ABOUT THIS GUIDE

This guide is intended for anyone using NBX Telephones, the NBX 1105 Attendant Console, or the NBX Complement Attendant Software. It includes information about using the NBX Voice Mail system and the NBX NetSet™ administration utility.

If the information in the release notes (readme.pdf) *on the* Resource Pack CD *differs from the information in this guide, follow the instructions in the release notes.*

How to Use This Guide

Table 1 shows where to look for specific information in this guide.

Table 1 Where to Find Information

If you are looking for	Turn to
How to get started	Chapter 1
A description of the NBX Business Telephones, their buttons, and controls	Chapter 2
A description of the NBX Basic Telephone, its buttons, and controls	Chapter 3
Information about NBX Voice Mail features	Chapter 4
Information about using standard telephone features	Chapter 5
Information about personalizing your telephone	Chapter 6
A description of enhanced system features	Chapter 7
A description of the Attendant Console and the Complement Attendant Software	Chapter 8
Telephone maintenance and troubleshooting information	Chapter 9
Feature codes and paging codes	Appendix A
References to all topics in this book	Index

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Commonly Used Terms

Table 2 defines some commonly used words and phrases in this guide.

Table 2 Commonly Used Terms

Administrator	The person who is responsible for maintaining your 3Com Networked Telephony Solution.
Receptionist	In this guide, "receptionist" refers to the person who answers the majority of the incoming telephone calls for an organization. In some office environments, this person may be a switchboard operator.
User	In this guide, "user" refers to a person who has a single telephone. The telephone may be an NBX Business Telephone or an NBX Basic Telephone.
NBX 25	The NBX 25 Communications System
NBX 100	The NBX 100 Communications System
SuperStack 3 NBX	The 3Com SuperStack 3 NBX Networked Telephony Solution

The examples of the NetSet utility in this guide show the screens as they appear on the SuperStack 3 NBX system. Unless otherwise indicated, the features also apply to the NBX 100 and NBX 25 systems.

Conventions

Table 3 and Table 4 list conventions that are used throughout this guide.

Table 3 Icons

Icon	Type	Description
	Information note	Information that describes important features or instructions.
	Caution	Information that alerts you to potential loss of data or potential damage to an application, system, device, or network.
	Warning	Information that alerts you to potential personal injury.

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Table 4 Text Conventions

Convention	Description
`Screen display`	This typeface represents information as it appears on the display panel or on a computer screen.
The words “enter” and ”type“	When you see the word ”enter” in this guide, you must type something, and press Return or Enter. Do not press Return or Enter when an instruction simply says ”type.“
Words in *italics*	Italics are used to: ■ Emphasize a point. ■ Denote a new term at the place where it is defined in the text. ■ Identify names of documents, software applications, and CDs.
Words in **bold**	The bold font is used to identify features, menu names and commands, software button names, and buttons that you press or dial on the telephone. For example: ■ From the **Help** menu, select **Contents**. ■ Click **OK**. ■ Press **Feature** button and **444**.

Documentation

The documentation for 3Com NBX Networked Telephony Solutions is designed to help NBX phone users, installers, and administrators maximize the full potential of the system.

Format

The NBX books are available in these formats:

- Paper documents

  One copy of the *NBX Installation Guide* is shipped with each NBX Call Processor. To order a set of paper copies of the *NBX Administrator’s Guide, NBX Installation Guide,* and *NBX Telephone Guide,* contact your 3Com authorized reseller.

- CD-ROM

  The *Resource Pack CD* for each NBX product contains online versions of the paper documents, additional documentation, system software and the related Help files, and some additional 3Com applications.

- NetSet Utility

  When you log in to the NetSet utility as a user, you can view the *NBX Telephone Guide* by clicking the phone guide icon at the bottom

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of your screen. When you log in as an administrator, you can also see the *NBX Administrator's Guide.*

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NBX_Techpubs_comments@3com.com

Include the following information with your comments:

- Document title
- Document part number (found on the front or back page of each document)
- Page number

Example:

NBX Telephone Guide

Part Number 900-XXXX-XX

Page 25

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1 GETTING STARTED

The first time that you use your NBX telephone, you are prompted to set up your voice mailbox.

After you have initialized your mailbox and password, you may want to browse through the NetSet utility, which is described later in this chapter.

This chapter covers these topics:

- Setting Up Your Voice Mail
- The NetSet Utility
- Quick Reference Sheet

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Setting Up Your Voice Mail

Pick up the handset on your telephone and follow the voice prompts to set up these voice mail features:

- **Your Password** — When your telephone is first installed, your voice mailbox has no password. To prevent anyone else from listening to your messages, you must set a password.
- **Your Name Announcement** — Your name announcement identifies your mailbox to callers who use the internal telephone directory.
- **Your Personal Greeting** — Your personal greeting is heard by all callers when they reach your voice mail. Change your greeting as often as necessary to let callers know that you are away from your desk for an extended period of time, to say that you are on vacation, and so on.

To set up voice mail:

1. Pick up the handset and press **MSG** (Message) button. You are prompted to enter a personal password.
2. Enter a 4-digit to 10-digit password, and press #.
3. Press **1** to save the password or **2** to change the password. You are prompted to record your name announcement.
4. Speak your name and extension number clearly into the handset's receiver, and press #.

   `Example: John Smith, extension 200.`
5. Press **1** to save your name announcement or press **2** to re-record your name announcement. You are prompted to record your greeting.
6. Record your greeting after the tone, and press #.

   `Example: Hello, you have reached _____(name)_____ of _____(organization)_____ at ___(extension)____. I am unavailable to take your call at the moment.`

   `Please leave your name, number, and a brief message after the tone, and I will return your call as soon as possible.`
7. Press **1** to save your greeting or **2** to re-record your greeting. The voice prompt verifies that you have set up your voice mail successfully:

   `Your account is active and ready to receive messages.`

See Chapter 4 for information about changing your password and for details about voice mail features.

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The NetSet Utility

Using the NetSet utility, which is part of the NBX system software, your administrator manages and configures system-wide telephone settings along with many of your personal telephone settings and permissions.

As a telephone user, *you* can use the NetSet utility to:

- View and change your telephone's personal settings, such as speed dials, ringer tone, and where you want your calls to go when you cannot answer them (the call forwarding path).
- View the internal user directory to find the extensions of other users on your system.

To use the NetSet utility, you need a computer connected to your local area network (LAN) and a web browser, but you do not need Internet access.

The following browsers provide the best interface:

- *Microsoft Internet Explorer* version 4.0 or later
- *Netscape Navigator* version 4.x or 5.x

Starting the NetSet Utility

The examples of the NetSet utility in this guide show the screens as they appear on the SuperStack 3 NBX system. Unless otherwise indicated, the features also apply to the NBX 100 and NBX 25 systems.

To start the NetSet utility:

1. Ask your administrator for the IP (web) address for your NBX system.
2. In the web browser on your computer, enter the IP address in the **Address** or **Location** field. The login screen appears.
3. On the Login screen, click **User** to log in as a user. The password dialog box appears. See Figure 1.

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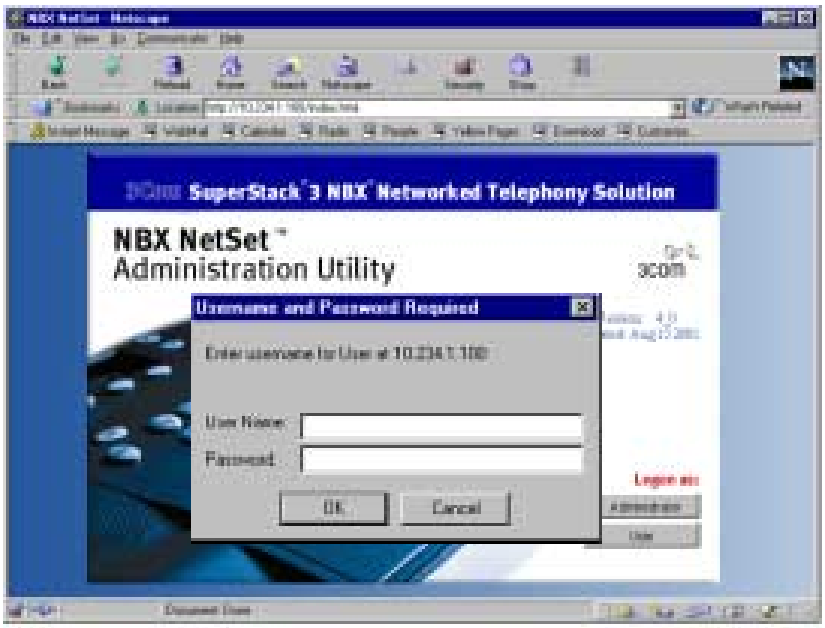
Figure 1 NBX NetSet Login Screen with Password Dialog Box



4 Type your user name, which is always your 3-digit or 4-digit telephone extension.

5 Type your voice mail password, and click **OK**.

6 The **Personal Settings** window appears and displays the **User Information** tab.

The NetSet password is the same password that you use for accessing your voice mail. You can change your password using your telephone or in the NetSet utility.

NetSet Utility Navigation Buttons

The buttons at the lower right of the **Personal Settings** window allow you or your administrator to navigate to the following features:

Action	Description	Icon
Back	The main NetSet login dialog box	
Help	Online Help for personal settings	

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The shortcut icons on the lower left of the browser screen link you to the following features of the **Personal Settings** window:

One-touch Speed Dials

Off-Site Notification

Telephone Guide online

Quick Reference Sheet

To open and print a copy of the *Quick Reference Sheet* for voice mail features and for your NBX Telephone:

1. Log in to the NetSet utility.
2. Click **Telephone Quick Reference.**

You need to have *Adobe Acrobat Reader 3.0 or 4.0* installed on your computer to use the template. *Adobe Acrobat Reader* is available free of charge on the *NBX Resource Pack CD.*

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2 NBX BUSINESS TELEPHONES

You can manage some of the features of your telephone on the telephone itself.

This chapter describes the buttons, controls, and features on the following telephones:

- NBX 1102 Business Telephone
- NBX 2102 Business Telephone
- NBX 2102-IR Business Telephone

Unless otherwise noted, the features discussed in this chapter apply to all NBX Business Telephones and to the SuperStack 3 NBX, NBX 100, and NBX 25 Networked Telephony Solutions.

For a description of the features on the NBX Basic Telephone, see Chapter 3.

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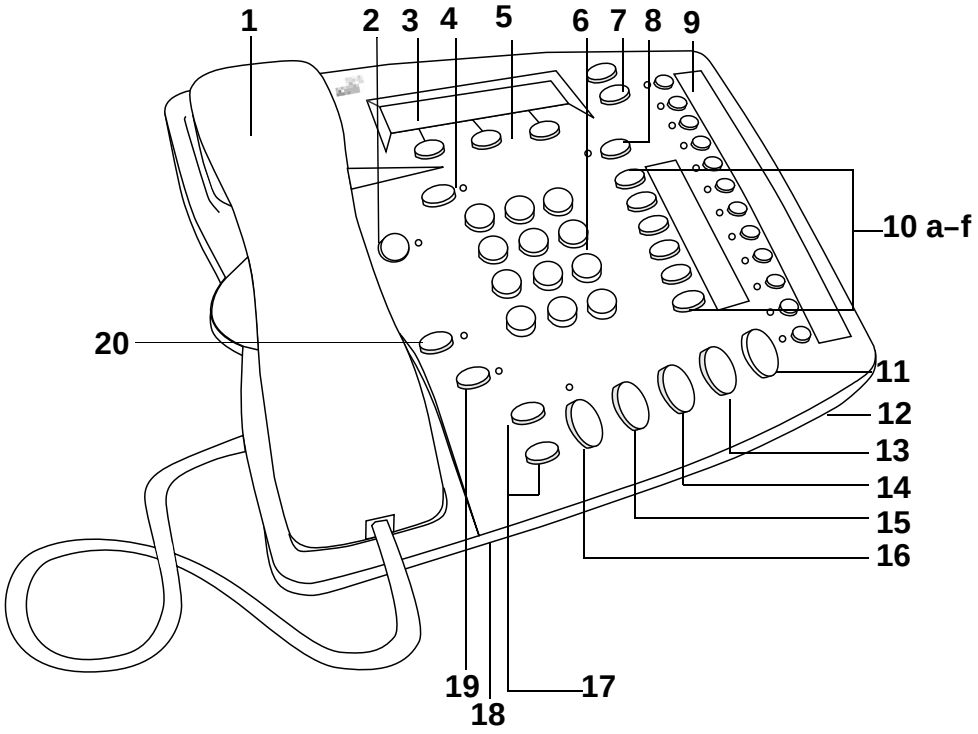
Telephone Buttons and Controls

Figure 2 shows buttons and controls on the NBX Business Telephone.

Figure 2 NBX Business Telephone (Model 2102-IR Shown)



The NBX Business Telephones have these features:

1 **Handset**

2 **MSG (Message) button** — Accesses your voice mail messages through the Voice Mail System. See "Listening to Messages" in Chapter 4.

3 **Display panel** — Provides telephone status messages, Caller ID information (if enabled), and the number of messages that you have in your voice mail mailbox. You can also use it to view the directory of people's names in your company.

4 **Forward to Voice Mail button** — Directs all incoming calls to your voice mail after one ring. See "Forwarding a Message" in Chapter 4.

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5 **Soft buttons** —Allow you to select names from the internal user directory. "Calling Inside Your Organization" in Chapter 5. The buttons, from left to right, are:

- Slct *(Select)*
- Back *(reserved for future use)*
- Exit

6 **Telephone key pad**

7 **Scroll buttons** — Allow you to scroll through user names in the internal user directory. See "Calling Inside Your Organization" in Chapter 5.

8 **Program button** — *Reserved for future use.*

9 **Programmable Access buttons *with* indicator lights** — See "Programmable Access Buttons" and "Status Lights on the NBX Business Telephone" later in this chapter.

10 **Programmable Access buttons *without* indicator lights** — See "Programmable Access Buttons" later in this chapter.

11 **Hold button** — Places a caller on hold. See "Placing a Call on Hold" in Chapter 5.

12 **Microphone (located on the underside of the telephone)** — Activated when the telephone is in speaker phone mode, that is, after you press **Speaker** button or **Hands Free** button. For best results, keep the area around the microphone free of obstructions.

13 **Transfer button** — Sends an incoming call to another telephone. See "Transferring a Call" in Chapter 5.

14 **Conference button** — Establishes a single call with up to three additional internal parties, external parties, or both. See "Establishing a Conference Call" in Chapter 5.

15 **Redial button** — Redials the last telephone number or extension that you called. See "Redialing a Call" in Chapter 5.

16 **Speaker button** — Enables you to use the **speaker phone** feature. Press **Speaker** button before you dial the call, when your telephone is ringing, or while a call is in progress. To turn the speaker phone off and resume the conversation, pick up the handset.

17 **Volume control buttons** — Adjust the volume of the ringer, the speaker, and the handset. See "Setting the Volume" in Chapter 5.

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18 **Infrared Port (NBX 2102-IR Telephones only)** — Receives infrared signals from a handheld device running the *Palm Operating System*. See "Palm Integration" in Chapter 6.

19 **Mute button** — Enables you prevent callers from hearing what you are saying during a telephone call. Press **Mute** button to turn off the telephone's microphone when you are using handset or when your telephone is in speaker phone mode. To deactivate the Mute feature, press **Mute** button again.

20 **Hands Free button** — Allows you to answer *internal* (intercom) calls without picking up the handset. To activate this feature, press **Hands Free** button *before* calls come in to your telephone. The indicator lights when the feature is enabled. When you receive an internal call, your telephone sounds a tone and activates the speaker phone.

When the Hands Free (intercom) feature is active, all internal calls come in to your telephone as intercom calls. External calls ring to your telephone as usual.

Status Lights on the NBX Business Telephone

The light for each Access button indicates the status of the button. Table 5 shows the light pattern that is associated with each line status.

Table 5 Status Indicator Lights

Light	Status
Off	The line is available for use.
Steady	The line is in use.
Fast blink	The line is ringing.
Slow blink	The line is on hold.

If another call comes in while you on a call, your telephone rings once, and the name and extension of internal callers appear briefly in the display panel. To retrieve the call while the line's status light is still flashing, place the first call on hold and press the Access button for the second incoming call. For information about placing calls on hold, see "Placing a Call on Hold" in Chapter 5.

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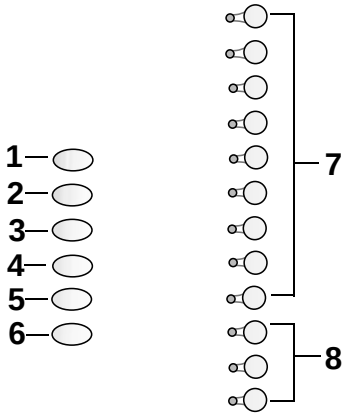
Programmable Access Buttons

Figure 3 displays the 18 programmable Access buttons. The list below the figure gives the default features. The **One-touch Speed Dials** screen in the NetSet utility shows your telephone's current button mappings. For details, see "One-touch Speed Dials" in Chapter 6.

Figure 3 Access Buttons



Access buttons 1 through 6 have these default settings, which can be changed by your administrator:

1 **Feature button** — Allows you to access features that are not directly assigned to an Access button on your telephone. See Appendix A for a list of features and applicable codes.

2 **Direct Mail Transfer button** — Sends a call directly to another user's voice mailbox. See "Direct Mail Transfer" in Chapter 5.

3 **Call Park button** — Allows you to place a call in a "holding pattern" so it can be retrieved from any other telephone on the system. See "Call Park" in Chapter 7.

4 **Flash button** — Similar to pressing the switch hook on your telephone, this button activates certain features, such as Call Waiting, that may be available from your local telephone company.

5 **Unassigned** — This button has no default assigned function.

6 **Release button** — Disconnects calls. This feature is commonly used when you use a telephone headset. See "Using a Headset" in Chapter 6.

7 Typically, these nine buttons are used for personal speed dial settings, although the administrator can use them for system-wide features. See "Speed Dials" in Chapter 6.

8 In most circumstances, your administrator designates these three lines for incoming and outgoing calls.

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3 NBX BASIC TELEPHONE

You can manage many of the features of your telephone on the telephone itself.

This chapter describes the buttons, controls, and features that are specific to the NBX 2101 Basic Telephone.

Unless otherwise noted, the features discussed in this chapter apply to the SuperStack 3 NBX, NBX 100, and NBX 25 Networked Telephony Solutions.

For a description of the features on the NBX Business Telephone, see Chapter 2.

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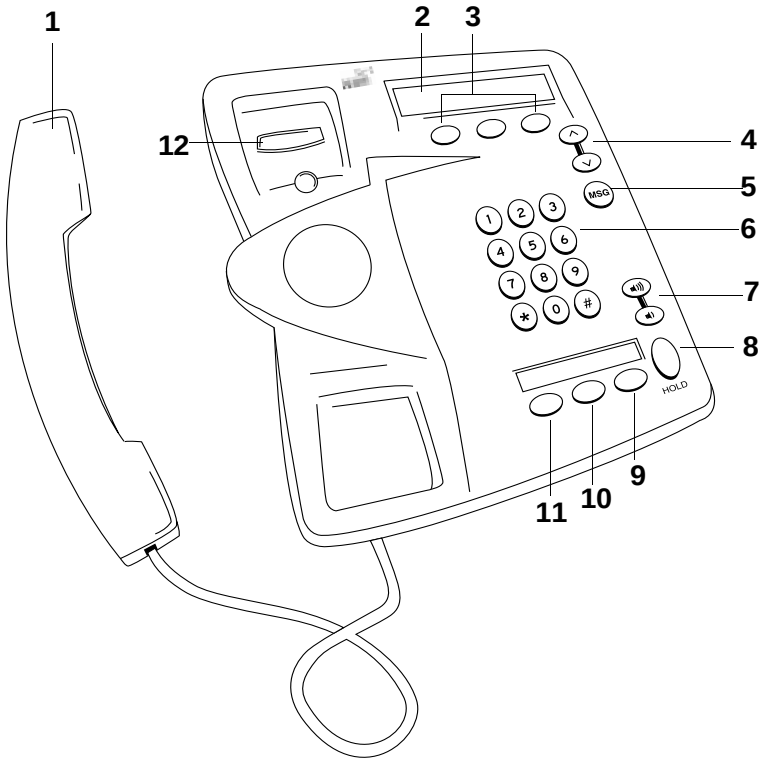
Telephone Buttons and Controls

Figure 4 shows buttons and controls on the NBX Basic Telephone.

Figure 4 NBX Basic Telephone (Model 2101)



The NBX Basic Telephone has these features:

1 **Handset**

2 **Display panel** — Provides telephone status messages, Caller ID information (if enabled), and the number of messages in your voice mail mailbox. You can also use it to view the internal user directory.

When you are using two telephone lines at the same time, the telephone icons on the right side of the display indicate the status of the two lines. See Table 6 for details.

3 **Soft buttons** — Allow you to select names from the internal user directory. "Calling Inside Your Organization" in Chapter 5. The buttons, from left to right, are:

- Slct *(Select)*
- Back *(reserved for future use)*
- Exit

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4 **Scroll buttons** — Allow you to scroll through user names in the internal user directory. See "Calling Inside Your Organization" in Chapter 5.

5 **MSG (Message) button** — Accesses your voice mail messages through the Voice Mail System. See "Listening to Messages" in Chapter 4.

6 **Telephone key pad**

7 **Volume control buttons** — Adjust the volume of the ringer and the handset. See "Setting the Volume" in Chapter 5.

8 **Hold button** — Places a caller on hold. See "Placing a Call on Hold" in Chapter 5.

9 **Transfer button** — (factory default setting) See "Programmable Access Buttons" later in this chapter.

10 **Call Toggle button** — (factory default setting) See "Programmable Access Buttons" later in this chapter.

11 **Feature button** — (factory default setting) See "Programmable Access Buttons" later in this chapter.

12 **Switch hook (under the handset)**— Pressing the switch hook gives you a dial tone. This feature is used with **Call Park**. See "Call Park" in Chapter 7.

Status Icons on the NBX Basic Telephone

Your NBX Basic Telephone allows you to use two telephone lines at the same time. On the display panel, the telephone icon next to **1** (Line 1) or **2** (Line 2) indicates the status of the lines. Table 6 shows the icon patterns that are associated with each line status.

Table 6 Status Indicator Patterns

Icon	Status
Steady	The line is in use.
Fast blink	The line is ringing.
Slow blink	The line is on hold.

If another call comes in while you are on a call, you can pick up the second call, or it will follow the Call Forward path that you have set in the NetSet utility. See "Creating Your Call Forward Path" in Chapter 5 for call forwarding details.

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To pick up a second incoming call while you are using your telephone:

1 Press **Call Toggle** button.

2 Your first call is put on hold, and you are connected to the second call.

   a The telephone icon next to the `1` on your display panel blinks slowly.

   b The telephone icon next to the `2` on your display panel is steady.

To return to the first call:

1 Press **Call Toggle** button again.

2 Your second call is put on hold, and you are reconnected to the first call.

   a The telephone icon next to the `1` on your display panel is steady.

   b The telephone icon next to the `2` on your display panel blinks slowly.

Programmable Access Buttons

The NBX Basic Telephone has three programmable Access buttons. The factory default settings for these buttons are (from left to right):

- Feature
- Call Toggle
- Transfer

Your administrator can program these buttons for commonly used functions. However, changing the settings for Feature or Call Toggle buttons reduces your ability to use some of the NBX system features. For guidance with programmable buttons, contact your administrator.

Feature

Press this button before you dial a feature code. See Appendix A for a list of feature codes.

Call Toggle

The *Call Toggle* button is available only on the NBX Basic Telephone. Using this button, you can manage two telephone calls at the same time. See "Status Icons on the NBX Basic Telephone" earlier in this chapter for details.

Transfer

Press this button to transfer the current call to another extension or telephone number. See "Transferring a Call" in Chapter 5 for details.

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4 VOICE MAIL

A key component of the NBX Networked Telephony Solutions is the NBX Messaging System, which includes voice mail, off-site notification, and several administrative features.

Voice mail allows callers to leave voice messages in your voice mailbox when you are not able to answer your telephone. You can listen to, save, and forward those messages from any touch-tone telephone. In certain circumstances, you can also be notified about your voice mail messages through your email.

The NBX system provides several types of voice mailboxes. The most common type of mailbox is a *personal voice mailbox,* which is associated with a specific telephone and a specific user. Other types of voice mailboxes, which are described at the end of this chapter, include *greeting-only mailbox, phantom mailbox,* and *group mailbox*.

You use the *Off-Site Notification* feature if you want the NBX system to notify you when callers leave voice mail messages in your voice mailbox. See "Off-Site Notification" in Chapter 6.

The steps for setting up personal, phantom, and greeting-only voice mailboxes are the same. See "Setting Up Your Voice Mail" in Chapter 1 for details. Your administrator creates group mailboxes.

The default setting for maximum voice mail message length is 5 minutes. Your administrator can configure your organization's NBX messaging system to receive and store voice mail messages that are up to 10 minutes long.

If your system uses a messaging application other than NBX Voice Messaging (such as third-party messaging), use the documentation for that messaging application instead of these instructions.

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This chapter covers these topics:

- Changing Your Password
- Listening to Messages
- Replying to a Message
- Forwarding a Message
- Creating and Sending a Message
- Creating Personal Voice Mail Lists
- Forwarding Calls Directly to Your Voice Mailbox
- Accessing Voice Mail Messages Through E-mail
- Greeting-Only Mailbox
- Phantom Mailbox
- Group Mailbox

Changing Your Password

You use the same password to access your voice mail and to log in to the NetSet utility. You can change this password from your telephone or through the NetSet utility.

To change your password *using the telephone*:

1. Pick up the handset, and then press **MSG** button.
2. At the prompt, dial your password and press #.
3. Dial **9** for mailbox options.
4. Dial **2** to select **Change Password**.
5. Dial your *new* 4-digit to 10-digit password and press #.
6. Dial **1** to save the new password, or dial **2** to change the password.

To change your password *using the NetSet utility*:

1. Log in to the NetSet utility.
2. Select **NBX Messaging** > **Change Password**.
3. Type your current password.

*Do not use the * or # symbols as part of your password.*

4. Type your new password, and then type it a second time to confirm.
5. Click **Apply**, and then click **Close**.

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Security Tips

- Never tell your password to anyone.
- Do not use passwords that can easily identify you, such as your phone extension, birth date, and so on.
- Avoid simple passwords such as 1234, 0000, and so on.
- Longer passwords are more secure.
- Change your password often.

Listening to Messages

You can listen to your voice mail messages from any touch-tone telephone. After you listen to messages, you can save or delete them to clear them from the new messages queue.

From Your NBX Telephone

When you have messages in your mailbox:

- **On an NBX Business Telephone —** The indicator next to **MSG** button lights up, and the display panel shows the total number of messages, for example: `3 Msgs 2 New`.
- **On an NBX Basic Telephone —** The display panel shows the total number of messages, for example: `3 Msgs 2 New`.

To listen to your messages:

1. Pick up the handset and press **MSG** button to access the mailbox.
2. At the prompt, dial your password and press #.
3. See Figure 5 for the list of codes that you use to manage your messages.

From Other Internal NBX Telephones

To listen to your messages from any NBX telephone within your NBX system:

1. Pick up the handset and press **MSG** button.
2. Press ***** and dial your extension. You hear your name announcement.
3. Dial your password and press #.
4. See Figure 5 for the list of codes that you use to manage your messages.

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From a Remote Location

To listen to your messages from other telephones:

1. If you call the main telephone number of your organization and
   - The receptionist answers your call, ask to be forwarded to your voice mailbox, press *****, and continue with step 3.
   - The Automated Attendant greets your call, press *** *** to access the voice mail system, and continue with step 3.
2. If you can call your telephone extension directly, during the time that you hear your greeting, press *****, and continue with step 3.
3. Dial your extension. You hear your name announcement.
4. Dial your password and press #.
5. See Figure 5 for the list of codes that you use to manage your messages.

Figure 5 Managing Your Voice Mail Messages

1	Play or repeat a message.
abc 2	Save the message.
def 3	Delete the message from your mailbox. *You cannot retrieve messages once they have been deleted.*
ghi 4	Reply to the message.
jkl 5	Forward the message.
mno 6	Listen to date, time, and sender information about the message.
pqrs 7	Back up 5 seconds in the current message.
tuv 8	Pause the current message for up to 20 seconds.
wxyz 9	Move ahead 5 seconds in the current message.
#	Skip to the next message.
*	Return to the main menu.

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Information About Your Messages

You can hear date, time, and sender information for the messages that are in your mailbox. To listen to this information, press **6** while or after you listen to a message, and then press one of these buttons:

1	Date and time information.
abc 2	Sender information.
ghi 4	Listen to the previous message.

Replying to a Message

You can send a reply to the originator of a voice mail message or to everyone who received the original message. You also can add recipients to the reply list.

If a message is marked Private, you can send a reply only to the originator.

To reply to a message after you listen to it:

1. Dial **4**.
2. After the tone, record your reply.
3. Hang up or press # for more options.
4. If you press #, you can select one of the following buttons to:

1	Send your reply.
abc 2	Re-record your reply.
def 3	Listen to your reply.
wxyz 9	Mark the message **Private** or **Urgent**.
*	Cancel your message.

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Forwarding a Message

You can forward most messages to other users on the system and add your comments to introduce the message to the other users.

If a message is marked Private*, you cannot forward it.*

To forward a message with comments:

1. Dial **5**.
2. After the tone, record an introductory comment.
3. Press # when you are finished.
4. Dial the extension or mailbox number of the recipient, or the group voice mail list number, and press #. To forward the message to several recipients, dial each mailbox number, separated by the # sign.

   See "Creating Personal Voice Mail Lists" later in this chapter for details about group lists.
5. After you have dialed the extension number of the last recipient, press #.
6. Select one of the following buttons:

1	Send your message.
abc 2	Re-record your introductory comment.
def 3	Listen to your introductory comment.
wxyz 9	Mark the message **Private** or **Urgent**.
*	Cancel your message.

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Creating and Sending a Message

To create and send a message directly to an internal user's voice mailbox:

1. Pick up your handset.
2. Press **MSG** button on your telephone and log in to your voice mailbox.
3. Dial your password, and then press #.
4. Dial **2** to select **Create and Send Message**.
5. Record your message, and press # to end the recording.
6. Dial the extensions or mailbox numbers of the recipients, or a voice mail group list number, and press #.
7. Select one of the following buttons to:

	Send the message.
	Re-record the message.
	Review the message.
	Mark the message *Private* or *Urgent*.
	Cancel the message.

Message Delivery Options

When you leave a message in another user's mailbox, you can mark it as *Private* or *Urgent*. If you do not select a delivery option, your message is sent as a Normal message.

- **Private Messages** — Sending a message as **Private** prevents the recipient from forwarding the message to others.
- **Urgent Messages** — Normally, incoming messages are arranged in a mailbox from the oldest to newest message. **Urgent** messages are sent to the beginning of the recipient's message queue, so that the Urgent messages are heard first.

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To select a message delivery option:

1 Record your message, and press #.

2 Press **9** for **Message Delivery Options.**

3 You are prompted to press one of the following buttons to:

1	Mark the message as Urgent.
abc 2	Mark the message as Private.

Creating Personal Voice Mail Lists

A *Personal Voice Mail List,* also called a *mail group*, is a collection of extensions to which you assign a special "group number." You can send a message to everyone on the list at the same time.

A Personal Voice Mail List is not the same as a Hunt Group or Calling Group. For details on those groups, see "Hunt Groups and Calling Groups" in Chapter 7.

To create a personal voice mail list (mail group):

1 Pick up the handset, and press **MSG** button to access the mailbox.

2 Dial your password, and press #.

3 Dial **9** for **Mailbox Options**.

4 Dial **3** to select **Group Lists**, and then dial **2** to select **Create Group**.

5 Dial any 2-digit number, which will become the Group Number.

6 After the tone, record a name for the group, and press #.

7 Dial **1** to save the group name, **2** to change the group name, or ***** to exit without saving.

8 Dial the extensions, mailbox numbers, or both, of other system users that you want to add to this group list.

9 Select one of the following buttons:

1	Save the group list.
abc 2	Cancel creation of a group.
*	Press * * to return to the previous menu.

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Modifying Groups

You can review each of your voice mail groups, add or remove members, or delete a group.

To modify a voice mail group:

1. Pick up the handset, and press **MSG** button to access your mailbox.
2. Dial your password, and press #.
3. Dial **9** for **Mailbox Options**.
4. Dial **3** to select **Group Lists**.
5. You are prompted to press one of the following buttons to:

1	Review your list of groups.
abc 2	Create a group.
def 3	Delete a group.
ghi 4	Review or change the members in a group.
*	Return to the main menu.

Forwarding Calls Directly to Your Voice Mailbox

You can configure your telephone so that incoming calls go directly into your voice mailbox. When a call comes in, the telephone rings once (giving you an opportunity to answer the call) and then sends the call to your voice mailbox.

On an NBX Business Telephone:

1. Press **Forward to Mail (FWD MAIL)** button. The indicator light comes on.
2. To deactivate Forward to Mail, press the button again. The light goes off.

On an NBX Basic Telephone:

1. Pick up the handset.
2. Press **Feature** button and **440**.
3. To deactivate Forward to Mail, pick up the handset, press **Feature** button and **440** again.

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Accessing Voice Mail Messages Through E-mail

(NBX 100 and SuperStack 3 NBX) You can listen to your voice mail from any computer that allows you to access your e-mail. Your e-mail software must be IMAP compliant. Voice mail messages are sent as sound files, so your computer must have a sound card. See your administrator for assistance with this feature.

Greeting-Only Mailbox

With a *greeting-only mailbox*, callers hear your message but cannot leave a voice mail message.

Example:

- In a school, teachers create a voice mail message that explains homework assignments. Students call in to the greeting-only mailbox to get the homework information but cannot leave a message for the teacher on this mailbox.
- An employee is taking an extended leave of absence and creates a message stating the scheduled date of return and whom to call in the meantime. Callers may be transferred to other extensions but are not able to leave voice mail messages for this employee.
- Your administrator may create greeting-only mailboxes for routine company information, such as directions to your facility or hours of business operation.

To change your voice mailbox to a greeting-only mailbox:

1. Log in to the NetSet utility.
2. Select the **NBX Messaging** tab.
3. Select **Greeting Only Mailbox.**

Consider changing your voice mail message to indicate that callers cannot leave messages in your voice mailbox.

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Phantom Mailbox

A *phantom mailbox* is a voice mailbox that does not have an actual telephone associated with it.

Example:

- A sales representative who travels constantly for your organization does not have an actual office but must have a way to receive telephone messages from customers. The representative can retrieve, forward, and save messages in the same way that any other employee can but would not have a physical telephone connected to your NBX system.
- An employee lives a long distance from your offices and works from home. With a phantom mailbox, customers and others can leave messages in the employee's phantom mailbox, and the employee can call in to the NBX system to retrieve messages.

You retrieve messages from a phantom mailbox the same way you retrieve messages from a personal mailbox. See "Listening to Messages" earlier in this chapter.

Group Mailbox

A *group mailbox* is a voice mailbox from which a group of users can retrieve messages, rather than one user. Your administrator creates group mailboxes and can explain to you how to retrieve messages in the group mailbox.

Example:

- During nonbusiness hours, the system can send incoming telephone calls for your sales department to a group mailbox. Your administrator assigns to the appropriate sales people the ability to listen to, forward, or otherwise handle all messages that are directed to the group mailbox.

On an NBX Business Telephone, your administrator can assign a Message Waiting Indicator to an Access button so that you can access group mailbox. The light next to the button indicates when the group mailbox has messages in it

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5 STANDARD FEATURES

This chapter describes standard features of the NBX Business and Basic Telephones. It covers these topics:

- Setting the Volume
- Dialing a Call
- Answering a Call
- Creating Your Call Forward Path
- Placing a Call on Hold
- Transferring a Call
- Establishing a Conference Call

Unless otherwise noted, these features are available on the NBX 100, NBX 25, and SuperStack 3 NBX systems.

CAUTION: *The NBX telephone system is controlled by a computer system using a Local Area Network (LAN). Your telephone is connected to the system through an RJ45 Ethernet connection instead of a typical RJ11 telephone connection. Your telephone will not work unless it is connected properly. Contact your administrator if you have questions about your telephone connection.*

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Setting the Volume

Use *Volume Control buttons* to raise or lower the volume of the ringer, the handset, or the speaker.

Ringer Volume

To raise or lower the volume of the ringer, press the **Volume Control** buttons repeatedly *while your telephone is ringing*, until the volume is at the level that you prefer.

Handset Volume

To raise or lower the volume of the dial tone or of the person speaking to you, pick up the handset and then press the **Volume Control** buttons repeatedly until the volume is at the level you prefer. You can change the volume during a conversation or by listening to the dial tone.

Speaker Volume

(NBX Business Telephones only) To raise or lower the volume of the speaker when using the speaker phone, press **Speaker** button and press the **Volume Control** buttons repeatedly until the volume is at the level you prefer. You can change the volume during a conversation or by listening to the dial tone.

Dialing a Call

This section describes standard dialing features. For details about placing calls to remote or branch offices, see "Dialing a Call to a Remote Office" in Chapter 7.

Calling Inside Your Organization

To dial an *internal* call:

1. Pick up the handset or, on an NBX Business Telephone, you can press **Speaker** button.

   If your telephone defaults to an external line or if you have inadvertently chosen an external line, select an internal line.
2. Dial the 3-digit or 4-digit extension number of the person you are calling.
3. When you are finished, hang up the handset, or if you are using the Speaker, press **Speaker** button again to end the call.

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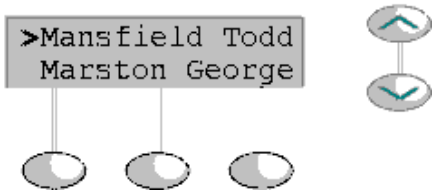
Using the Internal Name Directory

On the telephone display panel, you can use the view a directory of users on your system, scroll through it, and dial a co-worker quickly. User names appear in alphabetical order, last name first. The system updates the directory when your administrator adds or removes users.

To access the name directory:

1 Pick up the handset, and press either scroll key to the right of the display panel. The first name in the directory appears in the display panel. See Figure 6.

Figure 6 Names as They Appear in the Internal Directory

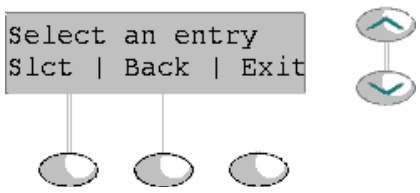


2 Move through the directory as follows:

- To scroll up or down through the list, press the **up** or **down** scroll button.
- To move quickly to the first name that begins with a particular letter, use the key pad. For example: dial **4** twice to move to the first name that begins with H; dial **4** three times to move to the first name that begins with I.
- If you do not select a name immediately, the system alternates between the list of names and the menu choices, which are: [Select | Back | Exit]. See Figure 7.

The Back button is reserved for future use.

Figure 7 Directory Menu Choices



3 When you see the name of the person whom you want to call, verify that the cursor is at that entry, and press the button under **Select**.

4 To leave the directory, press the button under **Exit**.

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Dialing an External Call

To dial an *external* call:

1. Pick up the handset or, if you are using an NBX Business Telephone, you can press **Speaker** button.

   If your telephone defaults to an internal line, dial **9** or **8** to access an external line.

   If you are using an NBX Business Telephone and one of the buttons is configured to access an external line directly, press that Access button.
2. Dial the number.
3. When you are finished speaking, hang up the handset, or if you are using the Speaker, press **Speaker** button to terminate the call.

Redialing a Call

On an NBX Business Telephone:

1. Pick up the handset and press **Redial**,

   or
2. Press **Redial** to activate the speaker phone while your telephone redials the number.

On an NBX Basic Telephone:

1. Pick up the handset on your telephone.
2. Press **Feature** button and **401**.

Answering a Call

To answer an incoming call, pick up the handset or, if you are using an NBX Business Telephone, you can press **Speaker** button. The display panel shows the name and extension of the internal caller.

See "Status Icons on the NBX Basic Telephone" in Chapter 3 for details about managing multiple incoming calls on an NBX Basic Telephone.

To display the name and extension of external callers, you need Caller ID service from your local telephone company.

When you do not answer a call within a preset number of rings, the call is forwarded to the path that you specify in the NetSet utility. See "Creating Your Call Forward Path" in the next section of this chapter for details.

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Creating Your Call Forward Path

Use the *Call Forward* feature to specify:

- How many times you want your telephone to ring before the system forwards your calls, and
- Where you want your calls to go when they are not answered.

To change the number of rings or the call forwarding path:

1. Log in to the NetSet utility.
2. Select **User Information** > **Call Forward**.
3. Select Number of rings before forwarding a call.
4. Select a call forward path.

   If you select **Forward Call to Phone Number,** type that telephone number in the Phone Number field. Do not use parentheses, dashes, or spaces. For external calls, start by entering a **9** (or **8**) to access an outside line. For example, **92815551212** dials (281) 555-1212.

   When selecting **Forward Call to Phone Number**, the telephone number you choose may be limited by your call permissions. For example, you may be allowed to forward calls only to toll-free telephone numbers or only to internal extensions.

   You may configure your telephone to use the **No Coverage Option,** in which case your telephone will disconnect an incoming call if it is not answered after a preset number of rings.
5. Click **Apply**, and then click **OK**.

Calls coming in directly to your extension follow the Call Forward path that you specify in the NetSet utility. Calls that come to your telephone through hunt groups and calling groups follow the path that your administrator sets up for the group.

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Placing a Call on Hold

To place a call on hold:

On an NBX Business Telephone:

1. Press **Hold** button.
2. To return to the call, press the Access button on which the call originated.

On an NBX Basic Telephone:

1. Press **Hold** button.
2. To return to the original call, press **Call Toggle** button.

Alternatively, if you want to put a call on hold in order to dial a second telephone number:

3. Press **Call Toggle** button to put the first call on hold.
4. Dial the second telephone number.
5. To return to the original call, press **Call Toggle** button again.

Transferring a Call

When you answer an incoming telephone call, the *Transfer* feature allows you to send that call from your telephone to any other internal line and, if your call permissions allow, to an outside line.

To view your call permissions:

1. Log in to the NetSet utility.
2. Select **User Information** > **Call Permissions**.

See your administrator to change your call permissions.

Blind Transfer

In a *blind transfer,* you transfer the call without notifying the recipient.

To send a blind transfer:

1. While on a call, press **Transfer** button. The system places the caller on hold and selects a new line.
2. Dial the number to which you want to transfer the call.
3. Press **Transfer** button as soon as you hear ringing.
4. Hang up the handset.

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Announced Transfer

Before you complete a transfer, you can *announce* to the recipient that you are transferring a call. The recipient then can decide whether to take the call.

To announce a transfer:

1. While on a call, press **Transfer** button. The system places the caller on hold and selects a new line.
2. Dial the extension number to which you want to transfer the call.
3. When the recipient answers, announce the call.
   - **a** If the recipient wants to take the call, press **Transfer** button again to complete the transfer, and hang up the handset.
   - **b** If you are using an NBX Business Telephone, and the recipient does not want to take the call, retrieve it by pressing the Access button on which the call originated.
   - **c** If you are using an NBX Basic Telephone, and the recipient does not want to take the call, retrieve it by pressing **Call Toggle** button on your telephone.

Direct Mail Transfer

With the *Direct Mail Transfer* feature, you can transfer a call directly into another user's voice mailbox.

On an NBX Business Telephone:

1. While you are on a call, press the Access button assigned to **Direct Mail Transfer**.
2. Dial the extension of the person to whom you want to transfer the call.
3. Hang up the handset.

On an NBX Basic Telephone:

1. While you are on a call, press **Feature** button and **441**.
2. Dial the voice mail extension of the person to whom you want to transfer the call.
3. Hang up the handset.

Calls transferred to a user's mailbox via Direct Mail Transfer are always directed into that user's voice mailbox, even if the recipient has specified to forward calls to another number.

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Establishing a Conference Call

You can establish a *Conference Call* with up to four parties, including yourself. The other three parties can be any combination of internal and external calls.

To set up a conference call:

From an NBX Business Telephone:

1. Dial a call, or receive a call from someone else.
2. While on the call, press **Conference** button. The system selects a new line and places the first party on hold.
3. Dial a call to a third party, wait for that party to answer the call. Press **Conference** button again.

   Until you press **Conference** button a second time, the first party is on hold, and you may converse with the second party privately.
4. Repeat steps 1 and 2 to conference in a fourth party.

To use your speaker phone during the conference call, press the Speaker button. Press the Mute button to turn off the microphone. The other parties cannot hear you, but you can hear them. For details about the Speaker and Mute features, see "Telephone Buttons and Controls" in Chapter 2.

From an NBX Basic Telephone:

1. Dial a call, or receive a call from someone else.
2. While on the call, press **Feature** button and **430**. The existing call is placed on hold, and the icon corresponding to that line begins to blink on the display.
3. You hear a dial tone, and the icon corresponding to the second line is solid on the display.
4. Dial a call to another party, wait for that party to answer the call, press **Feature** button and **430** again. All three parties are now in the conference call.

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More About Conference Calls

- To place your part of a conference call on hold, press **Hold** button. The other people can talk among themselves, but they cannot hear you. When a conference call is placed on hold, there is no music on hold.
- To transfer a conference call to another telephone, press **Transfer** button. Dial the number to which you want to transfer the call, and press **Transfer** button again. All of the parties are transferred.

Disconnecting the Last Person Called

(NBX 100 and SuperStack 3 NBX) Use the *Conference Drop* feature to disconnect the last person that you add to a conference call. This feature is helpful if, when you add a party, your call goes to voice mail or if the call is answered by someone else.

Your administrator can configure any Access button on an NBX Business Telephone or on the Attendant Console to function as the **Conference Drop** button.

On an NBX Basic Telephone, or on an NBX Business Telephone that does not have a button programmed for Conference Drop:

1. Press **Feature** button and **431**.
2. The system returns you to the others who are in the conference call.

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6 PERSONALIZING YOUR TELEPHONE

Your NBX Networked Telephony System has many features that can increase the functionality of your telephone. This chapter describes:

- Label Makers for Telephones
- Ringer Tone
- Speed Dials
- Off-Site Notification
- Do Not Disturb
- Preventing Unauthorized Use of Your Telephone
- Class of Service Override
- Palm Integration
- Using a Headset

Important Considerations

If your telephone does not have a button programmed for *Feature Codes*, ask your administrator to program one. Unless otherwise noted, all of these features are available on the NBX 100, NBX 25, and SuperStack 3 NBX systems.

Your administrator determines whether the features described in this chapter are available for your telephone or for the entire system, so some of these features may not be available to you.

The settings on your telephone, including your extension, personal settings, and system settings, remain the same even when you move your telephone from one Ethernet jack to another, as long as both Ethernet connections are part of the same LAN.

Because your extension and personal settings are associated with your telephone, you cannot switch your telephone with another user's telephone without first having your administrator reassociate your profile with the other telephone.

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Label Makers for Telephones

You can print labels for your telephone using the *label maker* forms in the NetSet utility or on the *NBX Resource Pack CD*. You need *Adobe Acrobat Reader 3.0 or 4.0* to open and edit the label makers. *Acrobat Reader* is available from the *Adobe* web site or the on *NBX Resource Pack CD*.

To use the label makers:

1. Log in to the NetSet utility.
2. Select **Speed Dials** > **Telephone Labels.**
3. Edit the label template by clicking on the square that you want to edit, and then typing a description of the feature that you are assigning to the Access button.
4. Press **Tab** on your keyboard to move to the next text field in the label.
5. When you are finished, click anywhere outside of the labels to ensure that all edits take effect.
6. Select **Print.**
7. In your print dialog box, clear **Shrink to Fit** so that the label size does not change.
8. Print the label template, cut the labels along the dotted lines, and place them in the label holders on the telephone.

The free Adobe Acrobat Reader allows you to print files but not to save changes. To save files, you must purchase Adobe Acrobat.

Ringer Tone

Using the NetSet utility, you can select one of nine ringing tones to help you to distinguish your telephone's ring from the sound other phones.

To change the ringer tone:

1. Log in to the NetSet utility.
2. Select **Ringer Tones**.
3. Click the nine **Sample Ringer Tone** buttons to hear the various choices.
4. When you have determined which ringer tone you prefer, click the **Ringer Tone Setting** drop down arrow, and select your choice.
5. Click **Apply**.

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Speed Dials

The NBX system has three types of *Speed Dials*:

- One-touch Speed Dials
- Personal Speed Dials
- System-wide Speed Dials

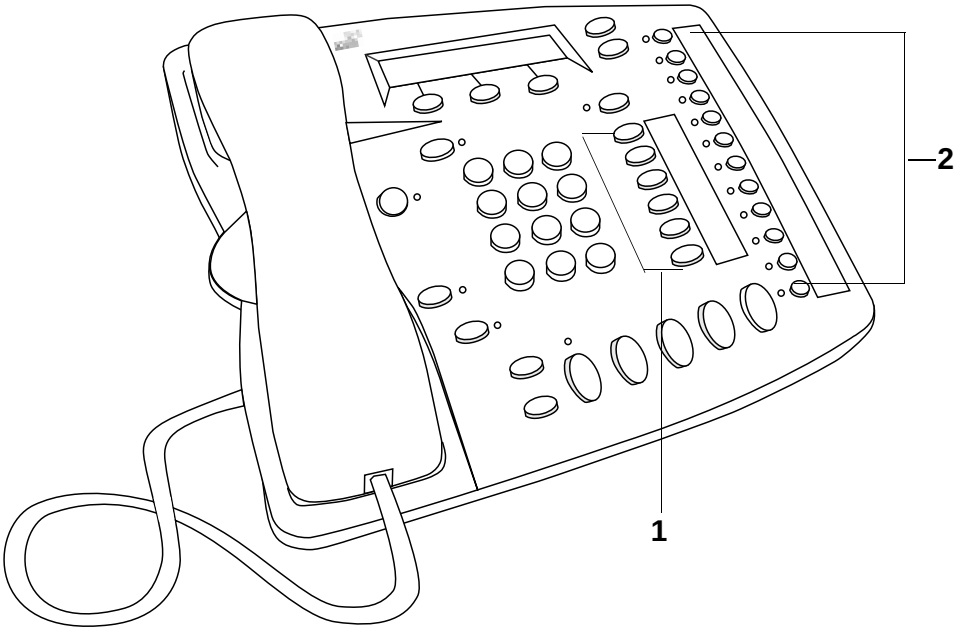
One-touch Speed Dials

(NBX Business Telephones only)

A *one-touch speed dial* is a telephone number that the NBX system dials for you when you press the Access button that you have assigned to that number.

Figure 8 displays the Access buttons that are programmable on an NBX Business Telephone.

Figure 8 Programmable Buttons on the NBX Business Telephone



1 Six programmable Access buttons without LEDs (lights). Your administrator usually programs the features that are assigned to these buttons. See "Telephone Buttons and Controls" in Chapter 2 for details.

2 Twelve programmable Access buttons with LEDs. In most circumstances, your administrator designates the bottom three buttons as extension lines to manage incoming and outgoing telephone calls.

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To assign or change the one-touch speed dial numbers on your telephone:

1. Log in to the NetSet utility.
2. Select **Speed Dials** > **One Touch**.
3. In the text box under **Number**, type the telephone number that you want to assign a speed dial button to. Include all of the numbers you would normally dial, such as a **9** or **8** to access an outside line. Do not use spaces, dashes, commas, or other nonnumeric characters.
4. In the text box under **Description**, type a brief comment, usually a name, that corresponds to that number.
5. When you have made all of your desired changes to the one-touch speed dials, click **Apply**, and then click **OK**.

Personal Speed Dials

You can create a list of up to 99 *personal speed dials* for any NBX Telephone. These are available only from the telephone for which they were created and are especially useful when there are no available Access buttons for assigning one-touch speed dials. You can create, view, and print a personal speed dial list using the NetSet utility.

To assign or change a personal speed dial number on your telephone:

1. Log in to the NetSet utility.
2. Select **Speed Dials** > **Personal**.
3. Scroll through the list, and then click on an unassigned 3-digit ID number.
4. In the **Destination Number** text box, type the telephone number that you want the system to dial when you use that 3-digit ID (speed dial) number. Include all of the numbers you would normally dial, such as a **9** or **8** to access an outside line. Do not use spaces, dashes, commas, or other nonnumeric characters.
5. In the **Description** text box, type a brief description, usually a name, that corresponds to the number.
6. Click **Apply**, and then click **Close**.

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To use personal speed dials:

1. Pick up the handset or, if you are using an NBX Business telephone, you can press **Speaker** button.
2. Press **Feature** button.
3. Dial the 3-digit speed dial code for the number that you want to call.

Personal speed dial codes range from 601 through 699. If you dial a speed dial code that has no number assigned to it, the display panel on your telephone shows, `No number stored`.

System-wide Speed Dials

Your administrator can set up to 99 *system-wide speed dials* for numbers that are frequently dialed by internal users. The system-wide speed dial list can be viewed through the NetSet utility and is available to all users on the system.

To use a system-wide speed dial:

1. Pick up the handset or, if you are using an NBX Business Telephone, you can press **Speaker** button.
2. Press **Feature** button.
3. Dial the 3-digit system-wide speed dial code for the number that you want to call.

   System-wide speed dial codes range from 700 through 799. If you dial a speed dial code that has no number assigned to it, the display panel on your telephone shows the message, `No number stored`.

Printing Speed Dial Lists

You may find it useful to have a paper list of personal or system speed dials. To print a list of speed dials:

1. Log in to the NetSet utility.
2. Select **Speed Dials**, and then select **Personal** or **System-wide**.
3. Click
4. A page appears, listing all personal or system-wide speed dial numbers that are allocated to your telephone.
5. Click the **Print** icon on the page to print the list.

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Off-Site Notification

When you enable *Off-Site Notification*, the NBX system sends a notice to inform you that you have received a voice mail message. You can specify one or more notification paths, for example:

- Your pager number.
- Your cellular telephone number.
- Your email.

The system makes up to five attempts to reach you by using either the pager or the telephone method. You can use the same notification method or a combination of the two for the five attempts.

The NBX system stops trying to reach you after you listen to your voice mail messages.

To set up Off-Site Notification:

1. Log in to the NetSet utility.
2. Select **NBX Messaging** > **Off Site Notification**.
3. Select **Enabled**, and select (or clear) **Urgent Messages Only**.
4. Select a notification method in the first drop down box under **Attempt Method**.
5. In the **Number/Address** field:
   a. If you select **Voice Mail or Pager,** enter a telephone number at which you can be reached, or enter your pager number. Do not use parentheses, dashes, commas, spaces, or other nonnumeric characters.
   b. If you select **Email**, enter the email address at which you can be reached.
6. Use the **Numeric Page** field when you have selected **Pager** as the notification method. Enter a series of digits to be displayed on your pager when you have received a voice mail message, for example, your telephone extension number. You may use commas for pauses, if needed.
7. From the **Interval** drop-down list box, select the number of minutes for the system to wait before it moves to the next attempt.
8. Repeat steps 4 through 7 to set up additional attempts if required.
9. Click **Apply**, and then click **OK**.

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Important Considerations

When you activate the **Telephone Locking** feature, the NBX system sends messages to you only if the notification number (for example, your pager number) is a toll-free telephone number. See "Telephone Locking" later in this chapter for details.

If you choose several notification methods, and you do *not* include an email address as one of your choices, then you are notified only about the first voice mail message that you receive. You are not notified about subsequent voice mail messages until you retrieve your messages, after which time the system resets itself.

If you choose several notification methods, and one of the methods *is* an email address:

a When you receive your first voice mail message, your NBX system alerts you in the manner you selected.

b When additional voice mail messages are received in your mailbox, you receive an email message alert for every voice mail message that you receive. Once you have retrieved your voice mail messages, the system resets itself, and Off-Site Notification repeats step (a).

Do Not Disturb

With the *Do Not Disturb* feature, calls coming in to your telephone immediately follow the call forwarding path that you set in the NetSet utility. Typically, the call coverage point for a telephone is voice mail, auto attendant, or another extension.

When your telephone is in Do Not Disturb mode:

- Your telephone does not ring when it receives an incoming call.
- You can use the telephone to dial outgoing calls.
- You can use the telephone to dial internal and external pages.
- An NBX Business telephone does not broadcast incoming paging messages over the speaker.
- If your telephone is part of a *call pickup group*, no other telephone in the pickup group can retrieve a call that comes directly in to your telephone. The incoming call goes immediately to the call coverage point (voice mail, auto attendant, or other extension).

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- If your telephone is part of a *hunt group*, incoming calls to the hunt group will ring on your telephone. Calls coming in directly to your telephone (not directed to the hunt group) do not ring on your telephone. To prevent all calls from ringing, you must enable *Do Not Disturb* and also log out of the hunt group.

To enable and disable **Do Not Disturb** using the feature code:

1. Pick up the handset.
2. Press **Feature** button and **446**.
3. Hang up.

   Your telephone is now in Do Not Disturb mode.
4. To disable Do Not Disturb mode, repeat these steps.

Preventing Unauthorized Use of Your Telephone

You can prevent others from dialing long-distance or other unauthorized calls from your telephone with the *Telephone Locking* feature, which acts as a toggle feature, or by having your administrator adjust your call permissions.

Telephone Locking

To activate the Locking feature, pick up the handset, press **Feature** button on your telephone, and then dial **432**.

To deactivate this feature, pick up the handset, press **Feature** button, and then dial **432** again.

When Telephone Locking is activated, you are able to dial only toll-free calls, calls to emergency services (such as 911 in the United States), or calls to telephone numbers that have been programmed in your system as "internal" calls.

Call Permissions

Your administrator establishes *Call Permissions* to control the types of calls that can be dialed from your telephone. The permissions can be configured to change depending on the time of day. For example, your administrator can prevent long-distance calls from being dialed from your telephone after business hours.

To view your call permissions:

1. Log in to the NetSet utility.
2. Select **User Information** > **Call Permissions**.

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Class of Service Override

The *Class of Service Override* feature allows you to apply the features of your own NBX telephone temporarily to another NBX telephone on the same LAN.

Example:

- You are meeting in a conference room, and the telephone in that conference room is configured so that long-distance telephone calls cannot be dialed from it. Using the Class of Service Override feature, you can apply the features of your telephone temporarily to the conference room telephone and dial the call.

To activate Class of Service Override from any NBX telephone:

1. Pick up the handset.
2. Press **Feature** button and **433**.
3. Dial your telephone extension.
4. Dial your voice mailbox password.
5. When you hear the dial tone, you can dial a call in the same manner that you would from your own NBX telephone.

When you use Class of Service Override, any reports that are generated on the NBX system indicate that the CoS features of your own NBX telephone were applied temporarily to the telephone from which you made the call.

Palm Integration

(NBX 2102-IR Telephone only) — The infrared port on the front edge of the NBX Model 2102-IR Business Telephone receives infrared signals from a handheld device running the *Palm operating system*. This port allows you to use your handheld device to call numbers in its directory and to perform standard NBX Business Telephone operations, such as Forward, Redial, and Transfer.

You must install the Palm Dialer software on your handheld device before you can use this feature. See your administrator for details.

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Using a Headset

You can use a headset with a microphone with any NBX telephones These instructions are for a typical headset and amplifier. You may need to modify some of these instructions for some types of headset or amplifier equipment.

To use a headset for *all* calls:

1. Insert the cord for the headset amplifier into the handset cord's receptacle on the underside of the telephone.
2. Insert the cord for the headset into the headset amplifier.
3. Pick up the handset off the phone and leave it off.

To use either the handset or the headset for each call:

1. Insert the cord for the headset amplifier into the handset cord's receptacle on the underside of the telephone.
2. Insert both the headset cord *and* the handset cord into the headset amplifier.
3. For headset calls: Pick up the handset off the telephone and leave it off.
4. For handset calls: Press the button on the headset amplifier that turns the headset off, pick up the handset, and speak into it.

When you use a headset, either the headset or the amplifier is plugged into the handset cord's receptacle on the underside of the telephone. Although the handset may be plugged into the amplifier, you must remove the handset from the cradle to use the headset.

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Ending Calls When Using a Headset

To end calls when using a headset with an NBX Business Telephone, press **Release** button on your telephone.

To end calls when using a headset with an NBX Basic Telephone, press **Feature** button and **111**.

Certain brands of headsets have a power-saving mode that prevents the telephone from ringing for one or more calls when both *of these circumstances are true:*

1. The headset amplifier buttons for **Mute** and **On** are both set to On, *and*
2. The handset is off the phone for a long time (for instance, overnight).

   Because it may take a few minutes for your headset to return from the power-saving mode to the active mode, when calls first come in, your telephone may not ring until the headset has returned to active mode.

If you do not plan to use the headset for a long time, 3Com recommends that you set the mute and headset buttons on the amplifier to Off *and hang up the handset on your telephone. When you are ready to receive calls again, set up the headset for receiving calls:*

1. Pick up the handset on your telephone.
2. Put on the headset.
3. Press the mute and headset buttons on the amplifier to **On**.

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7 Getting More from Your Telephone System

The following features are described in this chapter:

- Account (Billing) Codes
- Caller ID
- Call Pickup
- Hunt Groups and Calling Groups
- Call Park
- Paging
- Dialing a Call to a Remote Office
- Bridged Extensions
- Delayed Ringing
- Pulse Dialing

Several of the features described in this chapter include having a telephone line appear on more than one NBX Business Telephone. For any of these features, if one person is using a telephone line, no one else can listen in to that same line from a different telephone.

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Account (Billing) Codes

(NBX 100 and SuperStack 3 NBX) The *Account Codes* feature allows your administrator to tracks calls associated with an individual client or account. When you answer your telephone or when you dial a call, you dial a numeric account code which allows the system to track time spent on the telephone with a client, perhaps to be associated with a billable account.

To activate the Account Codes feature, at any time during a call:

1. Press **Feature** button and **888**.
2. Dial the account code that has been assigned by your administrator, and then press the # key.

Caller ID

Your administrator can set up your NBX system to allow for *Internal* and *External Caller ID* and can configure the system so that you can block your identity (telephone number) from the person whom you are calling.

Internal and External Caller ID

This feature shows the extension and name of an internal caller on the display panel of your NBX telephone.

External Caller ID provides the same information for external incoming calls but requires your administrator to subscribe to the service from your local telephone company.

Availability and service charges for external Caller ID may vary in your area.

Calling Line Identity Restriction (CLIR)

(NBX 100 and SuperStack 3 NBX) Sometimes you may need to prevent the NBX system from transmitting your Caller ID information to outside parties when you dial a call. This feature is called *Calling Line Identity Restriction*, or *CLIR*. You can restrict calls:

- For *all* external (outbound) calls that you dial, or
- For only the *next* external (outbound) call that you dial.

Your administrator may have configured your system in such a way that CLIR is always activated, in which case you cannot change the CLIR settings on your telephone to override this option.

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CLIR for All External Calls

To enable CLIR-All for all calls from your telephone:

1. Pick up the handset, press **Feature** button and **889**.
2. Dial the number that you want to call.

   The NBX system does not send caller ID information on this call or any future calls until you disable this feature.

To disable CLIR-All:

1. Pick up the handset.
2. Press **Feature** button and **889** again.

CLIR for Next External Call Only

To enable CLIR for the next call from your telephone:

1. Pick up the handset.
2. Press **Feature** button and **890**.
3. Dial the number that you want to call.
4. When you disconnect the call, the CLIR feature is no longer in effect.

Call Pickup

Use the *Call Pickup* feature to answer a call that is ringing on another telephone. This feature is best arranged in advance when you and another user know that it would be convenient or necessary to answer calls ringing on that user's telephone.

You can answer a call that is ringing on another telephone only if you and that user both are members of the same Call Pickup group or if that user is a member of a Call Pickup group that allows "nonmember pickup."

To view the list of Call Pickup groups of which you are a member:

1. Log in to the NetSet utility.
2. Select **User Information** > **Call Pickup.**
3. Select the group number that you want to view from the **Group List**, and click **Details** to display the list of members of that group.

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There are two types of Call Pickup:

- **Directed Call Pickup** — Retrieves a call that is ringing on a specific telephone.
- **Group Call Pickup** — Retrieves a call that is ringing on any one of a group of telephones.

Directed Call Pickup

To answer a call that is ringing on another user's telephone using the *Feature Code:*

1. Pick up the handset.
2. Press **Feature** button followed by **455** and the user's extension. The call is directed to your telephone.

To answer a call ringing on another user's telephone using *One-Touch Pickup:*

1. Pick up the handset.
2. Press the Access button that your administrator has assigned to **Directed Pickup.**
3. Dial the extension number of the telephone that is ringing.

Group Call Pickup

To answer a call that is ringing on a group member's telephone using the *Feature Code:*

1. Pick up the handset.
2. Press **Feature** button followed by **456** and the group number. The call is directed to your telephone.

To answer a call that is ringing on a group member's telephones using *One-Touch Pickup:*

1. Pick up the handset.
2. Press the Access button that your administrator has assigned to **Call Pickup**.
3. Dial the group number.

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Hunt Groups and Calling Groups

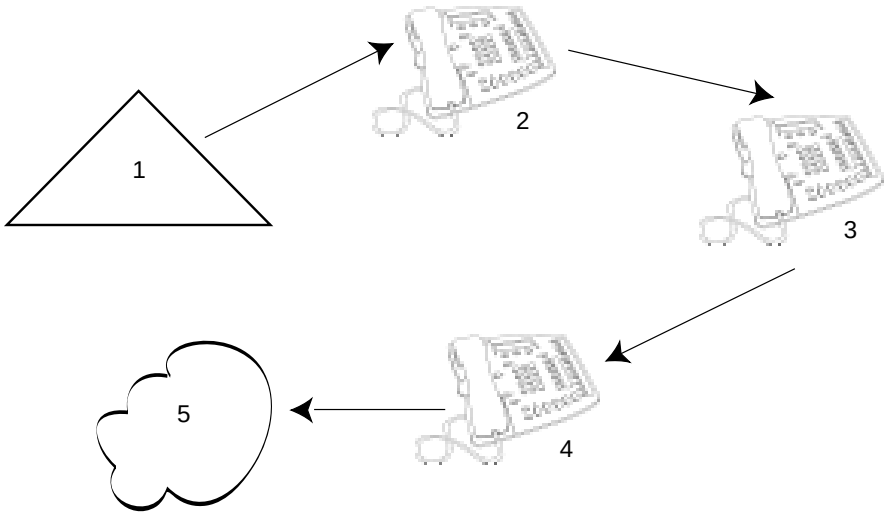
Your administrator can establish informal "call centers" so that incoming calls can be directed to several phones.

Hunt Groups

Incoming calls ring to one member of the hunt group. If that member's telephone is in use, or if that member does not answer the call, the system "hunts" for another member of the group until the call is answered or is forwarded to the group call coverage (call forwarding) path. For example, if there are no available members of the hunt group, the call might be forwarded to a group mailbox or to the receptionist.

Figure 9 shows an *example* of a hunt group configuration.

Figure 9 Sample Hunt Group Configuration



1 Incoming Telephone Call
2 Telephone #1
3 Telephone #2
4 Telephone #3
5 Group Voice Mailbox

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Hunt groups can be static or dynamic.

- If you are in a *static* hunt group, you are always part of that group along with the other group members.
- If you are in a *dynamic* hunt group, you must log in to the group to be part of it.

To log in to a dynamic hunt group using your NBX Telephone:

1. Pick up the handset.
2. Press **Feature** button followed by the hunt group number that is assigned by your administrator. The range of possible hunt group numbers is shown in Table 7.
3. Dial the hunt group password, which is assigned by your administrator.
4. Press #.

To log out of a dynamic hunt group using your NBX Telephone:

1. Pick up the handset.
2. Press **Feature** button followed by the hunt group number.
3. Hang up the telephone.

Table 7 Hunt Group Numbers (assigned by your administrator)

On an NBX 100 system	On a SuperStack 3 NBX system
850 — 879	850 — 879 and 900 — 969

Your administrator can configure a hunt group to an Access button on an NBX Business Telephone. To log in to or to log out of the hunt group, press the specified Access button. The indicator next to the button lights to show that you are logged in.

To log in to a dynamic hunt group using the NetSet utility:

1. Log in to the NetSet utility.
2. Select **User Information** > **Hunt Groups**.
3. Click on the 3-digit extension number of the hunt group you are logging in to.
4. Type the hunt group password in the **Password** text box.
5. Click **Log In**, and then click **Close**.

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To log out of a dynamic hunt group using the NetSet utility:

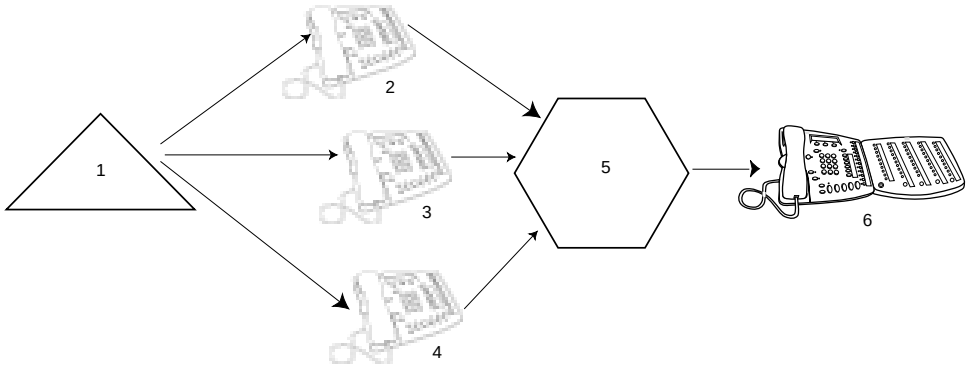
1. Log in to the NetSet utility.
2. Select **User Information** > **Hunt Groups**.
3. Click on the 3-digit extension number of the hunt group you are logging out of.
4. Type the hunt group password in the **Password** text box.
5. Click **Log Out**, and then click **Close**.

Calling Groups

One type of hunt group is the *Calling Group.* Calling groups allow an incoming call to ring simultaneously on all telephones in a group, for example, a customer service group. You log in to or out of a calling group in the same way that you log in to or out of a hunt group.

Figure 10 shows an *example* of a calling group configuration.

Figure 10 Sample Calling Group Configuration



1. Incoming Telephone Call
2. Telephone #1
3. Telephone #2
4. Telephone #3
5. After a specified number of rings (no answer)
6. Receptionist

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To view the list of users that belong to a group:

1 Select a group.

2 Click **Details.**

If you have logged in to a dynamic hunt group and do not answer a call when it rings on your telephone, the system logs you out.

Calls that come in to your telephone through your extension follow the coverage path that you have set up. Calls that come in to your telephone through hunt groups and calling groups follow the coverage path set up for that group.

Call Park

Use *Call Park* to place a call in a "holding pattern" and make it available for others to pick up from any telephone on the system. Use the internal paging feature, the external paging feature, or both, to announce the call to all users. The recipient can retrieve the call from any NBX Telephone by dialing the Call Park extension that you give during your announcement.

This feature is useful:

- When the recipient is elsewhere in the building.
- When you want to continue a call on another telephone, and transferring the call does not give you enough time to retrieve it.

When you park a call, you assign it a Call Park extension, which is also used to retrieve it. Table 8 lists the factory default Call Park extension numbers that may be available on your system. Contact your administrator to verify the Call Park extensions for your location.

Table 8 Factory Default Call Park Extension Numbers

System	Default Extension Numbers
NBX 100	601 — 609
SuperStack 3 NBX	6000 — 6099
NBX 25	601 — 609

If the call is not answered within 3 to 4 minutes after it is parked, it rings again at the original telephone. Your administrator can modify the length of this waiting period.

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To park a call:

1 While you are on a call, press **Feature** button and **444**, or press the Access button assigned to **Call Park**.

2 Use the telephone key pad to dial a Call Park extension from the list shown in Table 8.

If you select a Call Park extension that is already in use, the display panel displays `Park Cancelled` and the call rings back to your telephone. You can try another Call Park extension.

3 If you want to notify another user about the parked call:

a From an NBX Business Telephone, select an Access button that is assigned for placing telephone calls, and dial the user's extension, or page them. See "Paging" in the next section for details.

b From an NBX Basic Telephone, press the switch hook. When you hear the dial tone, dial the user's extension, or page them. See "Paging" in the next section for details.

To retrieve a parked call:

1 Pick up the handset of any telephone on the system.

2 Dial the Call Park extension assigned to the call.

Paging

In certain circumstances, you can broadcast a message from NBX telephones using the *Paging* feature.

The default codes, or extensions, that you dial for paging are shown in Table 9.

Table 9 Paging Extensions (Feature Codes)

Type of Paging	NBX 100 (default codes)	SuperStack 3 NBX (default codes)
External	620	6200
Internal	621	6201
Simultaneous	622	6202

Do not press the Feature button on your telephone before you begin a page, or you may activate a personal speed dial feature.

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External Paging

If your location has a paging amplifier and speaker system connected to the NBX system, you can broadcast a message over the speakers.

To page externally:

1. Pick up the handset.
2. Dial the **External Paging** extension shown in Table 9.
3. Speak into the handset.
4. When you are finished, hang up the handset to end the broadcast.

Internal Paging

You can broadcast a message over the speaker of every NBX Business Telephone on the system, unless the telephone is in use.

To page internally:

1. Pick up the handset.
2. Dial the **Internal Paging** extension shown in Table 9.
3. Speak into the handset.
4. When you are finished, hang up the handset to end the broadcast.

Simultaneous Paging

To page both externally and internally:

1. Pick up the handset.
2. Dial the **Simultaneous Paging** extension shown in Table 9.
3. Speak into the handset.
4. Hang up.

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Dialing a Call to a Remote Office

(NBX 100 and SuperStack 3 NBX) The NBX 100 and SuperStack 3 NBX Networked Telephony Solutions provide options that allow users to dial calls between sites that are separated geographically but that are linked by a Wide Area Network (WAN) connection.

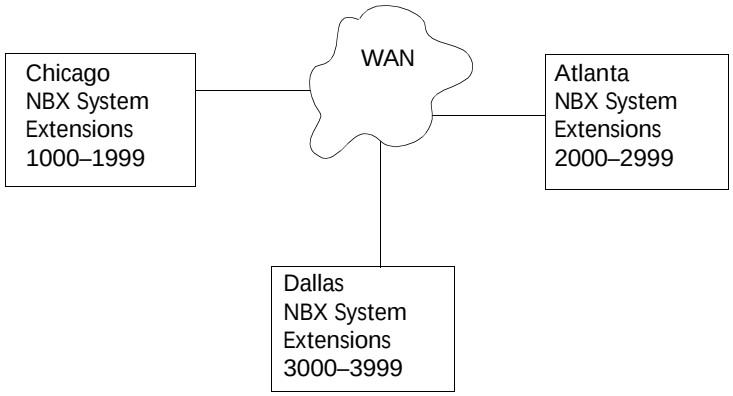
Two typical configurations are described in the next sections.

Using Unique Extensions

In the sample network shown in Figure 11, each site must have *unique telephone extensions*. The system is configured so that whenever a call is made to an extension not located at the local site, your NBX system sets up a connection to the appropriate site.

In this example, to call a user in Dallas, a user in Chicago dials a Dallas extension (3000 through 3999). The dial plan on the Chicago NBX system sets up the necessary connection to the Dallas NBX system and then to the extension at that site.

Figure 11 Using Unique Extensions to Dial Remote Offices



Using Site Codes

Your administrator also can configure your telephone system to use *site codes* for dialing remote offices. In this scenario, you must dial a site code first, followed by the extension at the site. Each site then may have whatever telephone extensions they want. Your administrator chooses the site codes for your system.

For example, as shown in Figure 12, to call someone in Atlanta, a user in Chicago dials the site code 62 and then the appropriate extension (1000 through 3999). To reach a user in Dallas, a user in Chicago dials 63 and then the appropriate extension (1000 through 3999). The site code

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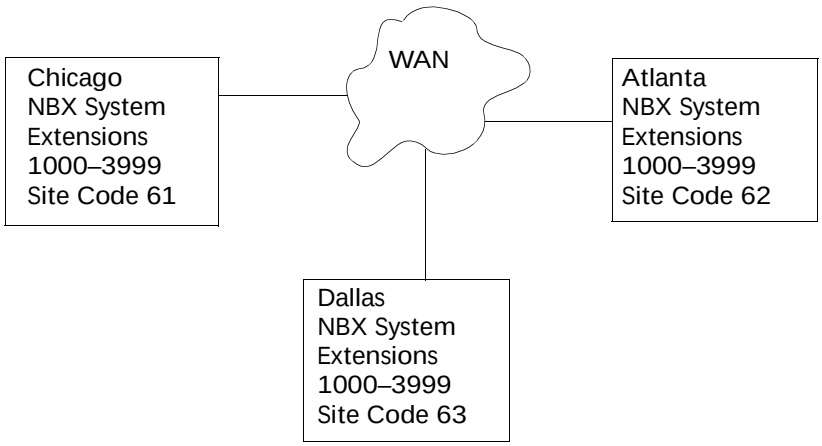
prevents conflicts between the remote extension number and an identical extension number at the local site (Chicago).

Figure 12 Using Site Codes to Dial Remote Offices



Bridged Extensions

(NBX Business Telephones only) With a *bridged extension,* buttons and status lights on one telephone are associated with buttons and status lights on another telephone, and you can perform the same operations (such as dialing telephone calls, placing calls on hold, forwarding calls, and so on) from either telephone.

Example:

- If an assistant answers a manager's telephone calls, your administrator can map the manager's extension on the assistant's telephone.The manager's telephone is the primary telephone, and the assistant's telephone is the secondary telephone. Both telephones must be NBX Business Telephones.

A primary telephone's extension can be mapped to one or more secondary telephones.

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Delayed Ringing

(NBX Business Telephones only) The *Delayed Ringing* feature prevents a telephone on a shared line from ringing on a specific telephone until the incoming call rings on another telephone a specified number of times first.

Example:

- A telephone extension is programmed to appear on a manager's telephone and on the assistant's telephone. When a call comes in to the manager on that extension, the assistant's telephone rings a specified number of times (typically 4 rings) before the call audibly rings on the manager's telephone. Although incoming calls initially do not ring audibly on the manager's telephone, the line's status light flashes, allowing the manager to answer the calls if required.

Pulse Dialing

In some locations, users must dial telephone calls using *pulse* dialing instead of *tone* dialing (also called *Dual Tone Multi Frequency,* or *DTMF*, dialing).

Examples:

- You must dial certain calls using a telephone company that supports only pulse dialing.
- Your organization's telephone service provider offers low-cost service, but that provider only has pulse dialing service.

There are three methods you can use to switch to DTMF if you are in pulse dial mode.

Using a Feature Code

To change from pulse dialing to DTMF during a call:

1. Press **Feature** button and **891**.
2. Your connection is switched from pulse to tone (DTMF) for the remainder of the call. When you hang up, your phone port reverts to pulse dialing mode.

Using a Mapped Button

Your administrator can map your telephone so that you can press a single Access button to change from pulse dialing to DTMF during a call. Ask your administrator for details.

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Using a Personal Speed Dial

You can configure a personal speed dial in the NetSet utility to dial a number in pulse dial mode and then to switch to DTMF. You can also include the digits that you want the system to dial after switching to DTMF. Use the left carat character (<) as the command to switch to DTMF mode. The system dials any digits after the < in the speed dial digit string using DTMF tones. When you hang up, your telephone reverts to pulse dialing mode.

For additional information about programming speed dials, see "Personal Speed Dials" in Chapter 6.

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8 ATTENDANT CONSOLES

The NBX 1105 Attendant Console and the *NBX Complement Attendant Software* (CAS) application enable a receptionist to handle high call volumes efficiently. Although receptionists primarily use the Attendant Console and CAS, they can be used by busy sales representatives and others who receive a high volume of telephone calls or who make frequent calls to the same telephone numbers.

This chapter covers these features:

- NBX 1105 Attendant Console
- Complement Attendant Software

The *NBX 1105 Attendant Console* is a device that works along with NBX Telephones to increase call handling. In most offices the Attendant Console is used by a receptionist or switchboard operator, referred to in this guide as "the receptionist."

The *NBX Complement Attendant Software* is a software application that allows a receptionist to answer and route calls using a personal computer (PC). Your administrator installs the Complement Attendant Software on your computer from the *NBX Resource Pack CD*.

The Attendant Console and Complement Attendant Software can be used at the same time. However:

- When incoming calls appear on the Attendant Console, you must handle them using the buttons of the console.
- When calls appear on the computer screen, you must handle them using the computer mouse and the software features.

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NBX 1105 Attendant Console

The NBX 1105 Attendant Console has 50 Access buttons, each of which can handle two assignments, for total functionality of 100 buttons. The buttons support the same functions and have the same behavior as the 12 Access buttons on the NBX Business Telephone. See Figure 13. In effect, the Attendant Console is an extension of the telephone to which it is assigned.

The Access buttons on the Attendant Console can have two sets of assignments: 1 through 50, and 51 through 100. To toggle between the two sets of assignments, press **Shift** button on the lower left corner of the Console.

Your administrator can assign features to each Access button, or the receptionist can assign features to the buttons using the NetSet utility. Assigned features might include:

- Status of internal telephone extensions
- Availability of external telephone lines
- Speed dials for:
  - User extensions
  - Pager numbers
  - Cellular telephone numbers
- Message Waiting Indicators (MWI) for:
  - Group mailboxes
  - Phantom or personal mailboxes
- Time of Day Service Modes (see your administrator for details)
- Status of Hunt Group and Calling Group lines

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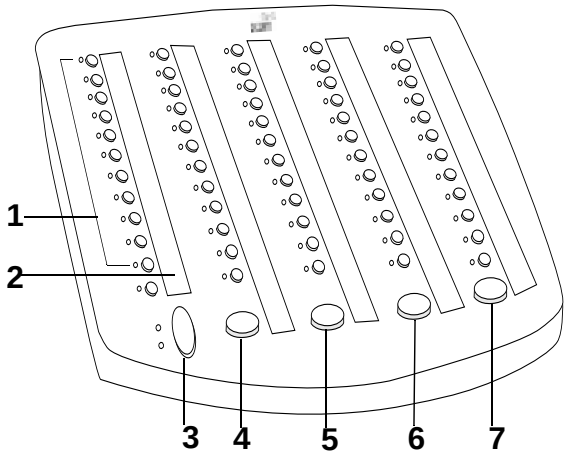
Figure 13 Attendant Console



1 **Access buttons with LEDs** — An indicator light next to each button shows whether the line is available or in use and which assigned features are enabled. For details of button status, see Table 5 in Chapter 2.

2 **Labels** —You can print labels for your console using the label makers forms in the NetSet utility or on the *NBX Resource Pack CD*. You need *Adobe Acrobat Reader 3.0 or 4.0* to open and edit the label makers. Acrobat Reader is available from the *Adobe* web site or the on *NBX Resource Pack CD*.

To use the label makers:

a Log in to the NetSet utility.

b Select **Speed Dials** > **Attendant Console Labels.**

c Edit the label template by clicking on the square that you want to edit and then typing a description of the feature that you are assigning to the Access button.

d Press **Tab** on your keyboard to move to the next text field in the label.

e When you are finished, click anywhere outside of the labels to ensure that all edits take effect.

f Select **Print.**

g In your print dialog box, clear **Shrink to Fit** so that the label size does not change.

h Print the label template, cut the labels along the dotted lines, and place them in the label holders on the telephone.

The free Adobe Acrobat Reader allows you to print files but not to save changes. To save files, you must purchase Adobe Acrobat.

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3 **Shift button** — Enables you to toggle between the two sets of Access buttons on the console. Press **Shift** button for Access buttons 1 through 50, and then press **Shift** button again for Access buttons 51 through 100.

4 **Transfer button** — Enables you to send a call to another telephone. For details, see "Transferring a Call" in Chapter 5.

5 **Direct Mail Transfer button** — Allows you to send a caller directly to another user's voice mailbox or phantom mailbox. For details, see "Direct Mail Transfer" in Chapter 5.

6 **Call Park button** — Places a call in a "holding pattern" so that it can be retrieved from any other telephone on the system. For details, see "Call Park" in Chapter 7.

7 **Hold button** — Places a caller on hold. For details, see "Placing a Call on Hold" in Chapter 5.

Complement Attendant Software

Using a personal computer, the *Complement Attendant Software* displays your telephone directory in a series of tabs. Each tab sorts the directory by a different type of information, for example, by last name, by department, or by extension.

When answering a call, the person using the *Complement Attendant Software* can select a user from the directory and transfer the call to that user.

Table 10 describes the main elements of the *Complement Attendant Software* screens.

Table 10 Elements of the Complement Attendant Screens

Field	Purpose
Display Panel	Displays Caller ID information (name and extension number), the status of a call, and the duration of the call. The number of calls displayed depends on the number of access lines that you have specified in your general settings
Find/Phone# Display	Provides the extension number and name of the person selected in the directory.
Clear Button	Cancels previous search criteria.
Extension Tab	Sorts the data in the directory by listing the extension numbers in ascending order.
First Tab	Sorts the list of users in alphabetical order by first name.

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Table 10 Elements of the Complement Attendant Screens (continued)

Field	Purpose
Last Tab	Sorts the list of users in alphabetical order by last name.
Department Tab	Sorts the directory by the user department.
Hidden Tab	Hides entries in the NBX directory that you do not want to appear on other tabs, such as conference room phones.
Quick Tab	Provides quick access to the most frequently used entries in the directory.

Table 11 describes *Complement Attendant Software* buttons and keyboard shortcuts to functions on the Action menu.

Table 11 Attendant Software Buttons and Keyboard Shortcuts

Button	Purpose	Keyboard Shortcut
Answer	Answers an incoming call.	Alt+A
Dial	Dials a selected number to place an outgoing call.	Alt+D
Park	Places a call in a "holding pattern" so that it can be retrieved from any other telephone on the system.	Alt+K
UnPark	Releases a caller from a "holding pattern."	Alt+U
Release	Terminates a call.	Alt+R
Hold	Places a caller on hold.	Alt+H
UnHold	Removes a caller from being on hold and returns to the call.	Alt+N
Transfer	Forwards a call to another telephone.	Alt+T
Complete Transfer	Completes the transfer of a call.	Alt+M
Cancel Transfer	Cancels a transfer.	Alt+S
Conference	Establishes a single call with up to three additional internal or external parties.	Alt+C
Complete Conference	Completes the conference call.	Alt+P
Cancel Conference	Cancels the addition of a party to a conference call.	Alt+E

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Managing Calls

To manage incoming calls using the *Complement Attendant Software*, click the buttons at the bottom of the screen, as described here:

1. Select a sort method by clicking on the appropriate tab. For example, to select a user by last name, click on the **Last** tab.
2. Click on the user's name. The user's extension number and name appear in the **Find/Phone #** field.
3. Click on the button for the way that you want to handle the call. For example, to transfer a call, click **Transfer**. To park a call, click **Park**.

For additional information on using the *Complement Attendant Software*, see the *Help* system in the software.

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9

TELEPHONE INSTALLATION, MAINTENANCE, AND TROUBLESHOOTING

This chapter covers the following topics:

- Connecting the Telephone
- Moving Your Telephone
- Swapping Telephones
- Cleaning Your Telephone
- Troubleshooting Possible Problems

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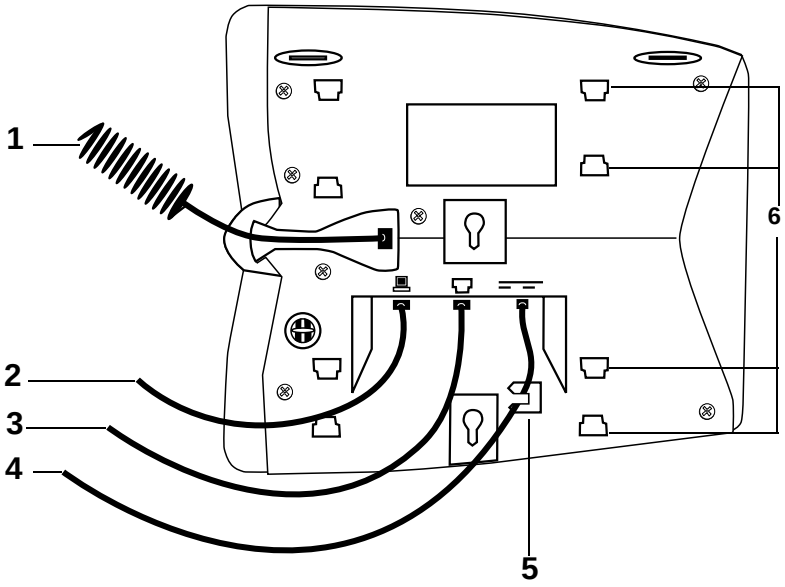
Connecting the Telephone

The underside of the NBX Business Telephone is shown in Figure 14.

Figure 14 Underside of the NBX Model 1102 Business Telephone



The underside of the NBX Business Telephone includes:

1. Handset cord (connects to the handset)
2. Computer cable (connects to your desktop computer)
3. Ethernet cable (to the LAN jack)
4. Power cord (to an electrical power source)
5. Strain relief tab that prevents the power cord from becoming disconnected
6. Tabs for the mounting bracket

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Attaching and Adjusting the Support Bracket

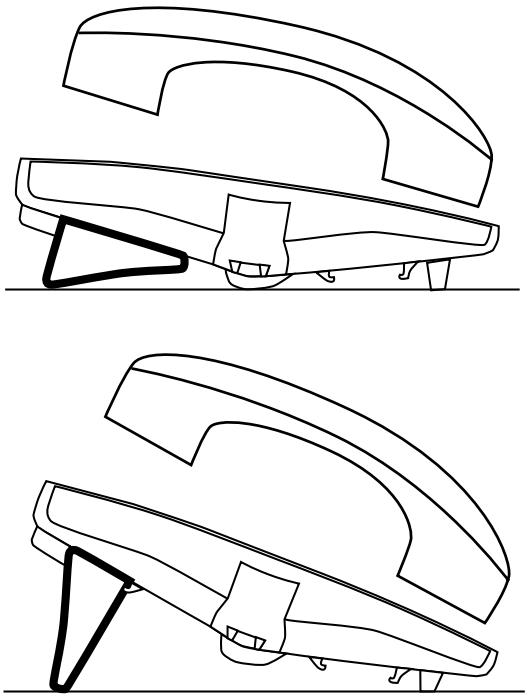
The NBX Model 1102 Business Telephone has a support bracket that you can attach to the telephone's underside in low profile, high profile, or wall mount positions.

Tabs on the underside slip into slots on the bracket, and the opposite mounting points snap into place. See Figure 14, Item 6.

Low-Profile and High-Profile Positions

In Figure 15, the support bracket is outlined to show you how to install the NBX Model 1102 Business Telephone in the low-profile and high-profile desktop positions.

Figure 15 Low-Profile and High-Profile Desktop Positions



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Wall-Mount Position

To mount the Model 1102 Telephone on a wall, pull and twist the knob on the underside of the phone 90 degrees (Figure 16) so that the spring-loaded peg projects out on the top of the phone (Item 1 in Figure 17).

Figure 16 Knob for the Handset Support Peg

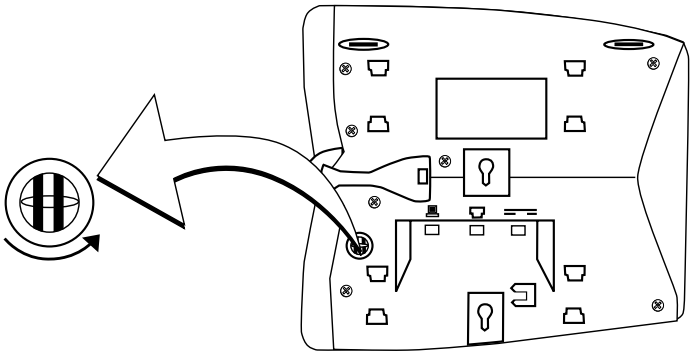
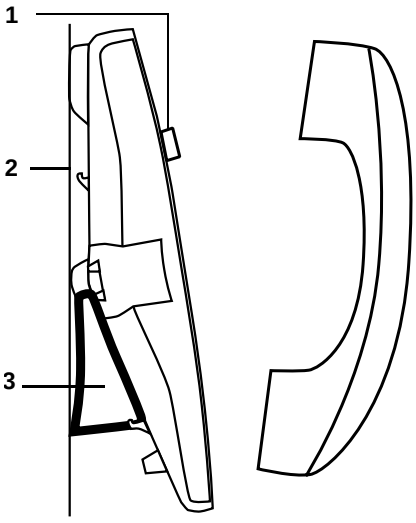


Figure 17 shows the NBX Business Telephone Model 1102 in the wall-mounted position.

Figure 17 Wall-Mounted Position



1 Handset support peg

2 Wall with a solid backing

3 Support bracket in the low-profile position on opposite end of telephone

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Moving Your Telephone

All NBX telephones have the *Automatic Telephone Relocation* feature. Each telephone has a unique "address." You can move your telephone to another location, connect it to any Ethernet jack on the LAN, and still maintain all of your personalized features, speed dials, and extension number.

Swapping Telephones

Because your extension number and personal settings are associated with your physical telephone, only your administrator can move phone extension settings from one telephone to another.

Cleaning Your Telephone

Always unplug your telephone before you clean it. Use a soft cloth dampened with mild detergent.

WARNING: *Failure to unplug the telephone before you clean it could result in electrical shock.*

Troubleshooting Possible Problems

Table 12 lists possible problems that you may encounter and the most likely solutions. Where possible, each solution refers to the section in this guide where you can find detailed information.

Table 12 Troubleshooting Quick Reference

Possible Problem	Suggested Solutions
My telephone has no dial tone and the display panel is blank.	■ Verify that the power cord is fully inserted in the correct connector on the underside of the telephone. Use the strain relief tab to prevent the cord from becoming unplugged (as shown in Figure 14). ■ Verify that the Ethernet cables are connected, and that each cable is in the proper connection. ■ Remove and add power to the telephone by unplugging the power cord at the electric outlet and plugging it back in.

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Table 12 Troubleshooting Quick Reference (continued)

Possible Problem	Suggested Solutions
My telephone has "locked up."	Your telephone has lost the connection to the system. Remove the Ethernet cord from the jack, then re-insert it into the jack. Wait a few seconds. If the telephone display panel still appears to be locked, disconnect the electrical power for your telephone, then plug it back in.
Callers cannot leave messages on my voice mail.	■ Your mailbox may be full. Access your voice mail and delete some messages. ■ Your telephone may be set up for *Greeting Only Mailbox*. Log in to the NetSet utility and select the *NBX Messaging* tab, and then deselect *Greeting Only Mailbox*.
When I park a call, the display panel shows, `Park xtn in use,` and the call returns to my telephone.	You have selected a Call Park Extension that is already in use. Try another Call Park Extension. Your administrator can add additional Call Park Extensions. For details, see "Call Park" in Chapter 7.
When I dial 9 or 8 to access an outside line, the display panel shows, `All Ports Busy.`	No outside lines are available. Try again in a few minutes.
After I call another user in my organization, I hear a tone but no ringing.	The other user may have the "Hands Free Active on Intercom" feature enabled. Begin speaking after you hear the tone. For details, see "Telephone Buttons and Controls" in Chapter 2.
On my NBX Business Telephone, all incoming internal calls come over my speaker phone.	You have the "Hands Free Active on Intercom" feature enabled. For details, see "Telephone Buttons and Controls" in Chapter 2.
When I try to access the NetSet utility, I do not get a response after I type the NBX system's IP address and press *Enter*.	Ask your administrator to verify the IP address that you typed into your web browser.
I am unable to log in to the NetSet utility.	You must set up your voice mail before you use the NetSet utility. Press **MSG** button. The prompts guide you through the setup. Then use your voice mail password to access the NetSet utility. See "Setting Up Your Voice Mail" in Chapter 1.

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Table 12 Troubleshooting Quick Reference (continued)

Possible Problem	Suggested Solutions
My telephone is not forwarding my incoming calls to my voice mailbox.	Start the NetSet utility and verify that *Forward to Voice Mail* is selected as your call forwarding path. For details, see "Creating Your Call Forward Path" in Chapter 5.
On my NBX Business Telephone, I added a one-touch speed dial, but the telephone does not dial that number.	Do not use nonnumeric characters or spaces in your Speed Dial setup. For details, see "One-touch Speed Dials" in Chapter 6.
I try to pick up a call ringing on another telephone using Directed Call Pickup, but it fails.	The telephone you are using to pick up the call may not be in the same group as the telephone that is ringing and the ringing telephone does not allow nonmember pickup. See "Call Pickup" in Chapter 7.
My telephone keeps ringing after I pick up the handset.	Your telephone may have lost connection to the system immediately after a call came in. Remove the Ethernet cord from the jack, then re-insert it into the jack. Wait a few seconds. If the telephone continues to ring, disconnect the electrical power for your telephone, then plug it back in.
The labels that I print for my telephone or Attendant Console do not fit the telephone or console.	When you are in Adobe Acrobat Reader, select *File* and then *Print*. In the Print dialog box, be sure that the check boxes for both *Fit to Page* and *Shrink to Fit* are empty.
The display panel shows, `Wait for NCP.`	Your telephone may be disconnected from the system. Hang up your telephone and wait a few seconds. Then pick up the handset. If this message still appears on your telephone display panel, contact your administrator.

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A Feature Codes and Paging Codes

Your NBX Networked Telephony Solution provides a wide range of features and options that are accessible from the Access buttons, or you can activate the features by pressing **Feature** button on your telephone and then dialing the appropriate code listed in the tables below.

Feature Codes for General Use

Table 13 Feature Codes - General Telephone Features

Feature	Description	Press Feature Code Button	And then:
Call Toggle	On an NBX Basic Telephone, toggle between 2 calls	409	
Hold	Place a telephone call on hold	402	To return to the call: ■ NBX Business Telephone — press the Access button that indicates the caller is on hold. ■ NBX Basic Telephone — press the Call Toggle button.
Lock/Unlock Telephone	Prevent others from dialing unauthorized telephone calls from your telephone	432[T]	
Release	Disconnect a call	111	
Volume Down	Lower the volume (sound) of your telephone speaker or handset	103	
Volume Up	Increase the volume (sound) of your telephone speaker or handset	102	

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Feature Codes for Outbound Calls

Table 14 Feature Codes - Managing Outbound Telephone Calls

Feature	Description	Press Feature Code Button	And then:
Account Codes	Track calls made to clients or accounts	888	Dial the account code, press #, and then dial the telephone number.
Caller ID - restrict all calls (CLIR All Calls)	Restrict *all* outbound calls from displaying your telephone number	889[T]	Dial the telephone number.
Caller ID - restrict next call (CLIR Next Call)	Restrict the *next* outbound call from displaying your telephone number	890	Dial the telephone number.
Class of Service Override	Temporarily apply the features and calling permissions of your NBX telephone to another NBX telephone	433	Dial your extension, dial your voice mailbox password, dial the telephone number you are calling.
Conference Call Add	Add other callers to an already- established phone call	430	Dial the telephone number. When you are connected, press the Feature button and then 430 again. Repeat this process to add a fourth party to your conference call.
Conference Call Drop	Drop the last number dialed	431	You are reconnected to the original call.
Pulse to Tone	Switch from pulse dialing to tone dialing	891	
Redial	Redial the last number called	401	

[T] - Use the same code to activate and to deactivate this feature.

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Feature Codes for Incoming Calls

Table 15 Feature Codes - Managing Incoming Telephone Calls

Feature	Description	Press Feature Code Button	And then:
Call Park	Place a call on hold so that it can be picked up from another telephone on your NBX system	444	■ On an NBX 100 system, the default extensions to dial are 601 to 609 ■ On a SuperStack 3 NBX system, the default extensions to dial are 6001 to 6009 *Contact your administrator to confirm the Call Park extensions for your location.*
Direct Mail Transfer	Transfer a call directly to another person's Voice Mailbox	441	Dial the user's extension, and hang up.
Directed Call Pickup	Pick up a phone call that is ringing on another user's telephone	455	Dial the user's extension.
Do Not Disturb	All incoming calls go directly to the path you set in the Call Forward feature within the NetSet utility	446[T]	
Forward All Calls to Voice Mail	All incoming calls go directly to your voice mailbox after one audible ring on your telephone	440[T]	
Group Call Pickup	From your telephone, pick up incoming telephone calls that are ringing on someone else's telephone within your group	456	Dial the group call pickup number that is assigned by your administrator.

[T] - Use the same code to activate and to deactivate this feature.

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Table 15 Feature Codes - Managing Incoming Telephone Calls (continued)

Hunt Groups and Calling Groups	Log into a *dynamic* hunt group or calling group using the group number that is assigned by your administrator. The assigned number will be between:	*On an NBX 100 system:* 850 — 879 *On a SuperStack 3 NBX system:* 850 — 879 or 900 — 969	Dial the password assigned by your administrator.
Transfer	Transfer an incoming call to another user	420	■ Announce the call to the user first then hang up, or ■ Simply hang up.

T - Use the same code to activate and to deactivate this feature.

Paging Codes

Use the Paging feature to make an announcement over your public address system, over NBX Business Telephones, or both.

After you dial the paging code, as shown in Table 16, speak into your telephone handset, and then hang up.

Do not *press the Feature button prior to dialing the Paging code.*

Table 16 Paging Codes

Feature	Description	NBX 100 (default codes)	SuperStack 3 NBX (default codes)
External Paging	Broadcast an announcement over a public address system	620	6200
Internal Paging	Broadcast an announcement through the speaker on users' NBX Business Telephones	621	6201
Simultaneous Paging	Broadcast an announcement externally and internally at the same time	622	6202

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